

E-Government: Moving Fast Supporting Your Mission

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E-Commerce:

It's All About Service!

- ❖ We have favorite Web sites
- ❖ We have Web sites we depend on
 - ◆ We do not necessarily have to deal with a person – Or do We?

So Let's Focus on E-Government Services?

Let's Define What we Mean.

Let's Identify Our Responsibilities.

Declaration of E-Government

"Citizens deserve certain inalienable rights, among them efficiency, service and access to information."

One Definition of E-Govt

- ❖ E-government means consolidating like functions, eliminating redundancies, using IT dollars wisely.
 - CIO of a Cabinet Department

E-Govt Evolving

- ❖ From Government pushing information to the Citizen
- ❖ To the Citizen having the capability of getting personalized information from the government.

Key Drivers

- ❖ Government Paper Elimination Act
- ❖ Paper Work Reduction Act
- ❖ Budgets and Staffing
- ❖ Presidential Directives
 - ◆ President's Management Agenda
 - “24” Projects

Should it be Better Customer Service?

Principles to Achieve E-Gov

- ❖ Faster
- ❖ Better
- ❖ More Complete
- ❖ Interoperable
- ❖ Cheaper
 - ◆ Question: For who?

Focus on 5 Management Areas

- ❖ Financial
- ❖ Human Resources
- ❖ Grants
- ❖ Health
- ❖ Case (Legal)

E-Gov - - Time for Change!

- ❖ Time to redefine business processes
- ❖ Time to try something new
 - ◆ Cultural change
 - ◆ Certainly technology
- ❖ Possible focus to new customer

“ Enabler” of Business Processes

❖ IT can jolt Government into Changing

- ◆ Not just Hardware and software installation

- ◆ Involved in Business Processes

Technology is the “ Enabler” of Business Processes

Your E-Gov Services Drivers

Key principles and drivers
should be to support
THE MISSION

How have the E-Government Projects Re-Defined the Landscape?

Lets talk about some examples.

One Example

- ❖ Marketing
- ❖ Staff Participation
- ❖ Selling Services
- ❖ Reward for Ideas

What Does E-Government Mean to You?

- ❖ Inside the organization
- ❖ Outside the organization
- ❖ Partnerships

What is your Bottom Line?

Preparation

- ❖ Management support
- ❖ Capabilities
 - ◆ Inside
 - ◆ Stakeholders
- ❖ Buy-in of organization
- ❖ Planning
- ❖ Expected Results

Change to Business or Culture Might Result in:

- ❖ Change in players
- ❖ Change in roles
- ❖ Change in language
- ❖ Change in culture

What is the Governments E-Gov Focus?

- ❖ Citizens to Government
- ❖ Business to Government
- ❖ Government to Government

**It is More Complex
Than it Looks**

In Government Alone You Have

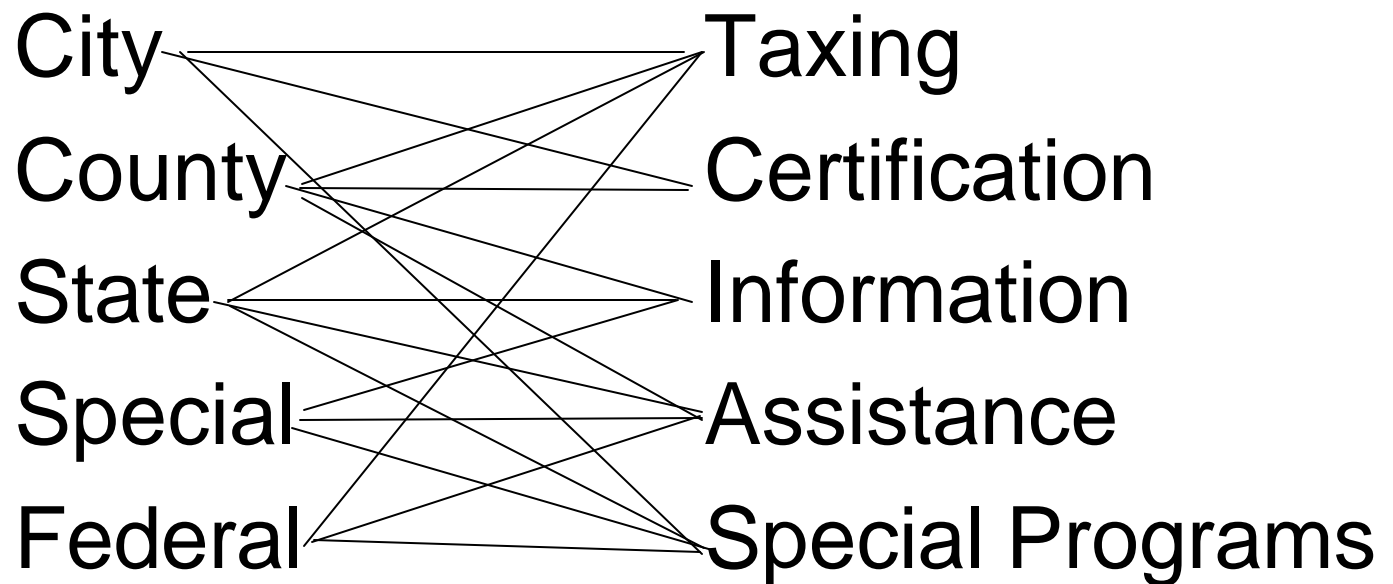
You have Lots of Types of Government Levels:

- ❖ City
- ❖ County
- ❖ State
- ❖ Special
- ❖ Federal

In Business to Government (B to G) You Have

- ❖ Taxing
- ❖ Certification
- ❖ Information
- ❖ Assistance
- ❖ Special Programs
- ❖ Many Many Many More

It is More Complex Than it Looks



The customer has endless possibilities.
Let it go at that!

Change to Business or Culture Might Result in:

- ❖ Change in players
- ❖ Change in roles
- ❖ Change in language
- ❖ Change in change

Criteria in Achieving Your Goal

- ❖ Results
- ❖ Impact
- ❖ Evaluation (continuous)

Criteria Used by Others

- ❖ Customers
- ❖ Stakeholders
- ❖ Working staff
- ❖ Management
- ❖ Interoperability!!!

What are Your E-Gov Results?

- ❖ Measurable
- ❖ Customer satisfaction
- ❖ Management perspective
 - ◆ Achieving those Expectations
- ❖ Personal satisfaction

E-Government Sets the Stage for the Next Generation of Services

- ❖ How will you manage results?
- ❖ How will you measure performance?
- ❖ How will you manage change?

Will the Jolt catch you off guard?

What Should E-Gov Do?!

- ❖ Empower customers
- ❖ Make services more accessible
- ❖ Promote innovation
- ❖ But Primarily Should Support the Department or Agency Mission!

Conclusion

- ❖ E-Government Depends on Professionals because the Public Needs Knowledgeable Staff to Deliver Responsive Customer Services!